



# Employee Training Planning Guide

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## Introduction

Proper training of employees can increase customer satisfaction, reduce errors and save your store time and money. Your contract requires that you provide training on the WIC program and related procedures to involved employees – primarily cashiers and bookkeepers. Specific WIC training activities been developed to make it easier for you to plan and deliver effective and efficient training programs.

## Step 1: Select Training Activities

### Cashier Training

Find the sheet titled “Cashier Training Activity Selection Guide” in this section and use it to help you select the training activities for your training program. You can add your own activities and/or modify the activities provided to fit your situation, but please use the sheet titled, “WIC Cashiers Learning Objectives” to ensure that all listed objectives are included in your final training program design.

### Bookkeeper Training

Find the sheet titled “Bookkeeper’s Guide to WIC” included in the Vendor Handbook. Use this sheet, the WIC training video and other reference materials from the Vendor Handbook to help you design a training program for your store’s bookkeeper(s).

## Step 2: Conduct Training

Deliver training using the materials provided. Each training activity includes an instructor’s sheet with suggestions for preparation and delivery.

## Step 3: Give Assessment and Award Certificates (optional)

It is recommended that you provide the post-training assessment to employees as a method of assuring quality in training events. A 20-question assessment is included. Please maintain the security of this assessment. A certificate for completing the training and passing the assessment also is included in this toolkit. Although the assessment and certificate are not to be interpreted as guarantees of proficiency, they are useful training tools. The certificate also can be found on the state WIC Web site. The online file can be downloaded and edited to add the employee’s name and date of completion.

## Step 4: Document Training of Employees

Once training is complete, record the training event. A training log is provided in this toolkit. You are not required to use this form, but your store is required to maintain documentation of the training. This documentation must be ready for your vendor manager to review at any time. An electronic copy of the training log is acceptable; a hard copy is not required. The electronic version is available as a downloadable file on the state WIC Web site.